

WELCOME TO OUR PRACTICE

We have you scheduled for an appointment on:

_____, 2009 at ____:____ am/pm

**Please register for your appointment at ____:____ am/pm
with**

Dr. Gordon **Dr. Warnsby** **Dr. Casale**
at the following location:

Marshall Office: Wright Medical Building connected to Oaklawn Hospital, 215 E Mansion Street Suite 3E Marshall Mi 49068
(269)-781-4267

Battle Creek Office: Oakridge Office Complex on the corner of M-66 and Columbia Avenue, 391 South Shore Drive Suite 111b Battle Creek Mi 49015 (269)-753-0640

Thank you for choosing our office for your surgical healthcare needs. We will do our very best to make your experience with us a pleasant one. Please take a moment to read the following information about our office.

PLEASE READ THE FOLLOWING VALUABLE INFORMATION:

What services do we provide: We are medical doctors specializing in General Surgery (various types of hernia repairs, appendectomy, gallbladder, etc.). We also perform colon/gastrointestinal surgeries, anti reflux procedures as well as breast surgeries. We have in office ultrasound guided breast biopsy capabilities, as well as in office minor procedure capabilities. We emphasize laparoscopic, minimally invasive surgery. We also do a large volume of endoscopy, both upper (EGD) and lower (Colonoscopy). Since all of our physicians perform a wide variety of surgical services please do not hesitate to contact our office with questions regarding what type of services we provide.

Your appointment: *In accordance with Federal and State Laws.* Please take a moment to fill out the enclosed forms and **bring them with you to your appointment, along with your current insurance card(s), Drivers License or Photo ID (if no photo ID is available you must provide documentation of current residence(utility, tax bill, etc..)) and a listing of current medications. We require a parent or legal guardian accompany any patient under the age of 18.** Due to the nature of our treatment please plan on being here at least one hour. Occasionally emergencies delay us, but a sincere attempt will be made to see you on time. *If you are unable to consent for treatment and have a legal guardian or legal power of attorney, we need to make a copy of the original document or make a copy of a court clerk certified copy. For the safety of our patients if these documents are not available or properly completed appointments will need to be rescheduled.*

Office hours: Our office's are open 8:00am to 5:00pm. Monday through Friday. To better serve our patients the Marshall office does **NOT** close during the lunch hour, however our Battle Creek office does close for lunch.

How to get information or help: If you are having any kind of medical problem, or you need a prescription, your call will be directed to our clinical staff. Any questions, concerns and/or prescription requests requiring input and/or authorization from our physicians are checked routinely throughout the day.

All prescriptions will be phoned in by 5:00pm the same day unless a clinical staff member contacts you directly with questions/concerns. Appointments are made by our reception staff, and are based on physician availability and/or urgency of medical problem. Billing questions can be directed to our office by calling (269) 781-4267. We are more than happy to assist you in dealing with your insurance carrier

Emergencies: For any problem that develops during office hours, please call the office immediately for instructions. After hours, our answering service will page the physician on call. If you find it necessary to go directly to an emergency department, let them know you are a patient of our practice, and they will consult our physician as appropriate/necessary.

Surgery: We perform surgeries/procedures at Oaklawn Hospital and Battle Creek Health Systems (BCHS). Our clinical staff makes those arrangements and will provide you with the necessary information. You must have an office visit to update your history and physical information with your surgeon within 30 day's prior to your surgery. In some cases you may have to make additional appointments in the office and our clinical staff will assist you with that. Some procedures require preoperative testing, teaching and interview with anesthesia prior to surgery and our staff will schedule that appointment for you as well. We encourage you to discuss all aspects of surgery in advance asking any questions you may have, including the surgical fee, and possible dates for surgery to be scheduled, so we both know what to expect. In some cases, a specified period of post surgical visits may be included in the surgical fee. At your first appointment after surgery, we will discuss the surgical findings with you in detail. **We DO NOT provide test/pathology results over the phone. Our clinical staff will contact your insurance carrier to obtain pre-certification of your procedure, however this is not a guarantee of benefits and often times patients are required to contact the carrier's as well. We recommend that you contact your insurance carrier prior to the procedure to obtain benefit information and will be happy to provide you with procedure and diagnosis codes if necessary.** If you experience excessive postoperative pain please contact us immediately. We will make every effort to keep you comfortable and assist in the management of your postoperative pain.

Fees and Insurance: **COPAYMENTS** are mandated by your insurance carrier, they are part of your signed contract with the carrier and it is our office policy to obtain payment prior to your scheduled appointment. If payment is unavailable at the time of your visit you must make arrangements with our billing specialist and your appointment may be subject to reschedule. You will find that the fees charged by us are comparable to those in this area. **Please be prepared to pay for services when rendered.** For your convenience we do accept Visa, MasterCard and Debit Card payments.

If you have provided us with complete insurance information, we will file a claim on your behalf. However, your insurance company may still ask additional information from you. We do participate with Medicare, BCBSM and many other carriers. If you belong to an HMO, your primary care physician must authorize all of your services in advance. If you have no insurance we will make payment arrangements on a per case basis for 3/6/9 months, depending on the situation. We offer Care Credit financing with 0% interest options for your convenience. If your treatment is for a work related injury, it is your responsibility to provide us with appropriate authorization.

This needs to include the name and address of your employer, as well as the name and mailing address of their workers' compensation insurance company and claim numbers.

Forms: We realize many of you carry insurance policies for disability income, car payments, etc., when you are not working. Required forms can be completed for a fee ranging from \$5.00-\$25.00 per form, depending on content. Appropriate authorization/signatures must be obtained with payment prior to completion of forms. If provided with a fax number we would be more than happy to fax these forms for your convenience.

Please be aware that you are responsible for payment of all services provided to you. This will include reasonable attorney fees and collection costs in the event of default of payment. Please be aware that if a patient balance becomes 60 days past due with no contact and/or arrangements it will be forwarded to our collection attorney for further legal proceedings.

ANY QUESTIONS: Please do not hesitate to ask! The best medical care is based on understanding and trust. Our Staff, as well as the Practice Manager is always available to assist you with any questions and/or concerns you may have.

If you have any concerns please do not hesitate to contact our practice manager Kerrie Ann Day, CPC, CCS-P. We pride ourselves on patient satisfaction and welcome any comments, questions and/or suggestions. We learn from experience and value your opinion as our patient and welcome any communication to ensure we continue providing service excellence to our patients and their families.